

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Seiler Instrument & Manufacturing Co

Missouri Enterprise

#### Seiler Instrument Company Obtains ISO 9001:2000 Registration.

##### Client Profile:

Seiler Instrument & Manufacturing Company specializes in optical fire-control equipment and components for the US Government. They also distribute and repair surveying instruments and microscope assemblies. Seiler Instrument is located in Webster Groves, Missouri, and employs 75 people.

##### Situation:

Seiler Instrument's management determined they needed to implement a formal quality management system, and several customers were requesting they become ISO 9001:2000 registered. Seiler Instrument asked Missouri Enterprise, a NIST MEP network affiliate, to provide training and implementation assistance to become ISO 9001:2000 registered.

##### Solution:

Missouri Enterprise provided customized training and implementation assistance which involved the following: 1) provided an ISO 9001:2000 Overview to Seiler management; 2) established a project schedule with the ISO Management Representative; 3) provided sample procedures addressing ISO requirements; 4) reviewed status of project on a monthly basis; 5) provided Internal Auditor training; 6) audited various activities to assure they complied with the ISO requirements; and 7) assisted with corrective actions as issues were identified.

##### Results:

- \* Achieved ISO 9001:2000 certification.
- \* Obtained multi-million dollar contract with new customer.

##### Testimonial:

"I want to express my satisfaction for the professionalism and expertise which Missouri Enterprise has provided to Seiler Instrument during the past two years. Our association has proven to be very valuable in ensuring our company's growth and achieving our ISO certification. We anticipate our relationship to continue based on the success of our previous programs."

Dan Ranson, Quality Manager